

# **Perth County Influenza Pandemic Plan**

## **Chapter 9: Community Volunteers**



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## 9.0 INTRODUCTION

In order to meet the needs of the resident of Perth County during a pandemic, the assistance of the community volunteers will be needed. These needs include food and water, shelter, clothing and other special requirements.

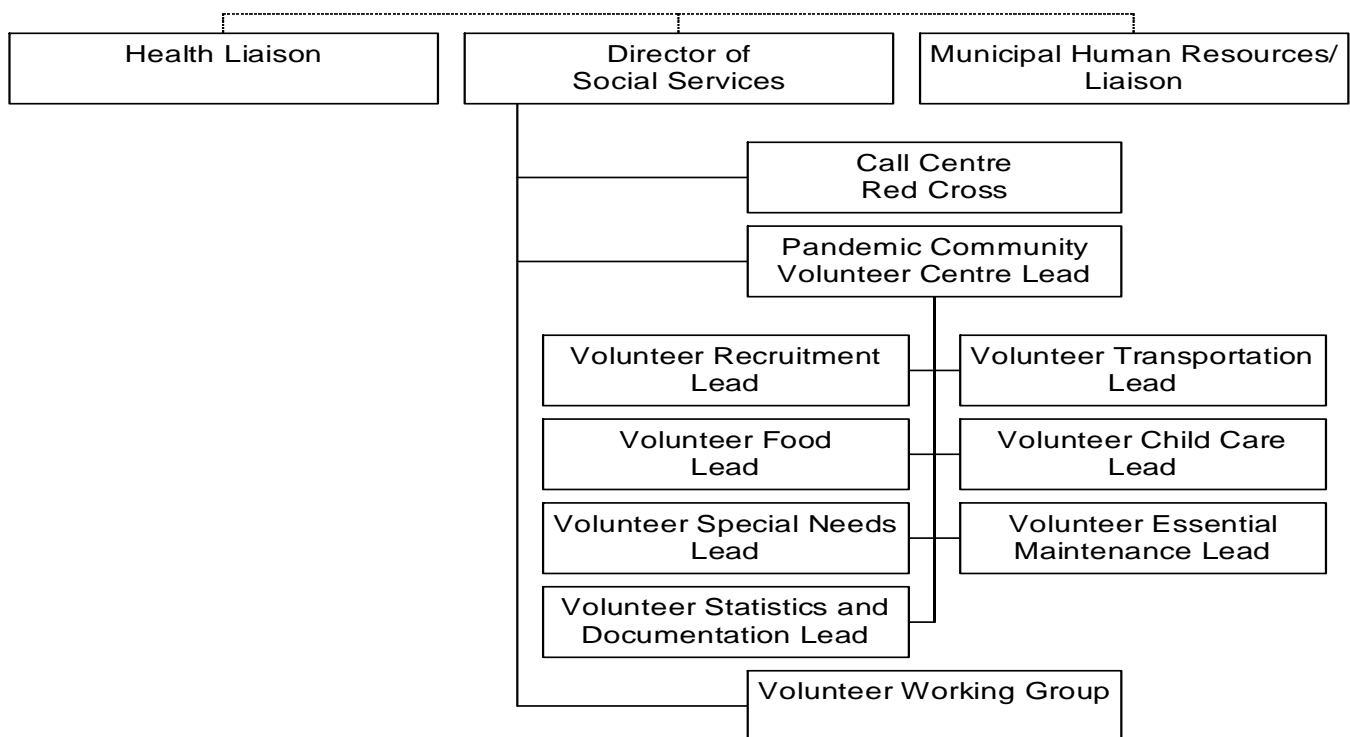
During a pandemic event, volunteer resourcing will be managed in several ways:

1. The City of Stratford Social Services will be responsible to manage the Community Volunteers to address vulnerable populations and displaced persons as per this chapter.
2. The Municipal Human Resources Departments will be responsible to manage the recruitment and training of municipal services volunteers as required.
3. The Health Liaison Officer will liaise between healthcare agencies to facilitate health volunteer distribution.

Each healthcare agency will organize the recruitment and training of their own volunteers. Coordination may be provided through Health Liaison if required.

There may be possibilities to share volunteer resources depending on the demand. Coordination will be available between the Director of Social Services, the Municipal Liaison Officer, and the Health Liaison Officer.

## 9.1 PANDEMIC COMMUNITY VOLUNTEER ORGANIZATIONAL CHART



## 9.2 THE CITY OF STRATFORD SOCIAL SERVICES

**Reports To:** Municipal CAOs

**Role:** Social Services will be responsible for the social needs of the community during a pandemic including: coordination of counseling and care for orphans and other displaced people. They will also coordinate community volunteers for the response.

**Responsibilities** of the City of Stratford Social Services are as follows:

- Provide social service and coordinate mental health support to residents of the County of Perth.
- Establish with Children's Aid Society and appropriate provincial ministries support needed for children and for grieving and counseling services.
- Ensure community volunteers are appropriately deployed.
- Provide for the needs of life to vulnerable populations, i.e. food, water, shelter, clothing.
- Regularly report and make recommendations to the Municipal CAOs.
- Maintain a personal log of all actions taken.

## 9.3 ACTIVATING COMMUNITY VOLUNTEER CALL CENTRE

The activation of a pandemic response will be initiated by a top-down approach from the Medical Officer of Health (MOH) and the Pandemic Unified Command (PUC). As provincial directives and declarations are made, the MOH in conjunction with the PUC will determine the need for the preparation of a response to a local pandemic event.

The PUC has the overall authority in regards to the management of the pandemic event.

Reporting to the Municipal CAOs, the Director of Social Services is responsible to contact the Red Cross to activate the Community Volunteer Call Centre (Call Centre) as needed.

### 9.3.1 RED CROSS – COMMUNITY VOLUNTEER CALL CENTRE LEAD

**Reports to:** Director of Social Services

**Role:** The Red Cross will be responsible for staffing and operating the Call Centre during a pandemic including: completion of the needs assessment form, client and volunteer inquiry and registration.

**Responsibilities** of the Red Cross Call Centre Lead:

- Ensure phone lines are staffed by volunteers.
- Ensure the completion of needs assessment form and forward same to the Volunteer Recruitment Lead.
- Regularly report and make recommendations to the Director of Social Services.
- Regularly communicate with the Community Volunteer Centre Lead.
- Maintain a personal log of all actions taken.

## 9.4 ACTIVATING PANDEMIC COMMUNITY VOLUNTEER CENTRE

The Director of Social Services is responsible for appointing and contacting the Community Volunteer Centre Lead at the time that the volunteer centre(s) is to be established.

### 9.4.1 PANDEMIC COMMUNITY VOLUNTEER CENTRE LEAD

**Reports to:** Director of Social Services

**Role:** The Pandemic Community Volunteer Centre(s) Lead oversees the full operations of the Community Volunteer Centre.

**Responsibilities** of the Pandemic Community Volunteer Centre Lead:

- Ensuring leads have been assigned for the following: Volunteer Recruitment; Volunteer Transportation; Volunteer Food; Volunteer Child Care; Volunteer Special Needs; Volunteer Maintenance; and Volunteer Statistics and Documentation.
- Regularly reports and makes recommendations to the Director of Social Services.
- Regularly communicate with the Call Centre – Red Cross.
- Meet daily with Leads for a debriefing.
- Maintain a personal log of all actions taken.

### 9.4.2 COORDINATION OF PANDEMIC COMMUNITY VOLUNTEER CENTRE RESPONSE

The Pandemic Community Volunteer Centre(s) will be set up in accordance with the County of Perth and Member Municipalities Emergency Management Plan – Approved Emergency Evacuation/Reception Centres.

The main centre will be located in Stratford with additional municipal centres set up as required. The Director of Social Services will appoint the Pandemic Community Volunteer Centre Lead and advise as to the location that the Centre is to be established.

**The Pandemic Community Volunteer Centre Lead will:**

- Establish and arrange for the following:
  - Phone lines
  - Access to fax and photocopier
  - Access to internet for e-mail
  - Office supplies
  - Work spaces
  - Volunteer ID badges
- Directs the seven leads as identified in the Pandemic Community Volunteer Organizational Chart (see 9.1).
- Determine the details for an advertising plan (to be implemented by the Pandemic Communications Team) to inform the community of:
  - Roles and responsibilities of Pandemic Volunteer Centre
  - Location of centre(s)
  - Hours of operation
  - Contact information
- Determine and manage daily activities of the centre.
- Establish communications with the Call Centre – Red Cross to facilitate information flow and sharing of experiences for mutual planning purposes.
- Establish reporting frequency and determine report contents with the Director of Social Services.
- Maintain a personal log of all actions taken.

## **9.5 PANDEMIC COMMUNITY VOLUNTEER WORKING GROUP**

Membership of the Pandemic Community Volunteer Working Group includes the following:

- Representatives from Social Services
- Volunteers in Perth (VIP) representative
- Library Volunteer Coordinator
- Huron Perth Healthcare Alliance Volunteer Coordinator
- Perth District Health Unit Volunteer Coordinator
- Representative from the Red Cross
- Representative from the Long Term Care sector
- Children's Aid Society
- Community Support Services
- Mental Health
- Victim Services
- Any others as recommended by PEP or the working group itself
- Service clubs
- Administrative Support

**Reports to:** Director of Social Services

**Role:** The Pandemic Community Volunteer Working Group reports to the Director of Social Services as required, and will assist the Pandemic Community Volunteer Centre Lead as necessary.

**Responsibilities** include:

- Meet as required.
- Ensure that the Pandemic Community Volunteer Centre(s) are resourced appropriately.
- Meet regularly with the Pandemic Community Volunteer Centre Lead.
- Make recommendations to the Pandemic Community Volunteer Centre Lead.
- Maintain a personal log of all actions taken.

## **9.6 COMMUNICATION**

To ensure an efficient response over the course of a pandemic period, effective communication paths between both the Pandemic Community Volunteer Centre and the Call Centre – Red Cross will be established. At the same time the Pandemic Community Volunteer Centre Lead will engage in regular communication with the Director of Social Services.

### **9.6.1 COMMUNICATION BETWEEN PANDEMIC COMMUNITY VOLUNTEER CENTRE LEAD AND CALL CENTRE – RED CROSS**

Information to be forwarded from the Call Centre – Red Cross to the Pandemic Community Volunteer Centre would include:

- Completed Red Cross Emergency Needs Assessment Form (see Form 9A).
- Volunteer enquiries.
- Shared statistics/experiences for mutual planning purposes.

and will flow by any or all of the following manners:

- Fax
- E-mail
- In-person
- Courier

and will be forwarded in batches several times a day, minimally once per day.

### 9.6.2 COMMUNICATION BETWEEN PANDEMIC COMMUNITY VOLUNTEER CENTRE LEAD AND DIRECTOR OF SOCIAL SERVICES

The Pandemic Community Volunteer Centre Lead will report on the activities of the Pandemic Community Volunteer Centre to the Director of Social Services at a frequency to be determined, such reporting to include but not be limited to:

- Statistics in a given period:
  - Number and type of needs assessments received
  - Number of volunteer inquiries received
  - Number and type of requests completed
  - Number of volunteers deployed
- Ongoing changing requirements of the centre, such as:
  - Practical needs of space, equipment and supplies
  - Human resource issues

## 9.7 ROLES AND RESPONSIBILITIES

The Pandemic Community Volunteer Centre Lead is responsible for the appointment of the following Leads as necessary in the Centre: Volunteer Recruitment; Transportation; Food; Child Care; Special Needs; Essential Maintenance; and Statistics and Record Keeping.

All Community Volunteer Leads will possess: excellent organizational skills; and ability to work under pressure; good communication skills; knowledge of Perth County and community resources.

### 9.7.1 VOLUNTEER RECRUITMENT LEAD

**Reports to:** Pandemic Community Volunteer Centre Lead

**Role:** The Volunteer Recruitment Lead completes, receives, processes, and directs volunteer applications to the appropriate leads.

**Responsibilities** of the Volunteer Recruitment Lead:

- Supervise a team of volunteers.
- Meet daily with the Pandemic Community Volunteer Centre Lead.
- Make recommendations to the Pandemic Community Volunteer Centre Lead.
- Oversee volunteer issues and concerns.
- Ensure volunteers are qualified.
- Complete recruitment screening of volunteers.
- Determine volunteer satisfaction.
- Maintain a personal log of all actions taken.

### 9.7.2 VOLUNTEER TRANSPORTATION LEAD

**Reports to:** Pandemic Community Volunteer Centre Lead

**Role:** The Volunteer Transportation Lead receives requests for the transportation of items such as food and medication, etc.

**Responsibilities** of the Volunteer Transportation Lead:

- Supervise a team of volunteers.
- Meet daily with the Pandemic Community Volunteer Centre Lead.
- Make recommendations to the Pandemic Community Volunteer Centre Lead.
- Ensure transportation volunteers follow safe transportation guidelines – including adequate insurance (at least \$1 million liability)
- Maintain a personal log of all actions taken.

### 9.7.3 VOLUNTEER FOOD LEAD

**Reports to:** Pandemic Community Volunteer Centre Lead

**Role:** The Volunteer Food Lead organizes the distribution of food as requested.

**Responsibilities** of the Volunteer Food Lead:

- Supervise a team of volunteers.
- Meet daily with the Pandemic Community Volunteer Centre Lead.
- Make recommendations to the Pandemic Community Volunteer Centre Lead.
- Make arrangements with food suppliers.
- Liaison and work with the Volunteer Transportation Lead to coordinate pick-up and/or delivery.
- Ensure food volunteers maintain safe and healthy food handling practices.
- Oversee food parcel preparation and distribution as required.
- Maintain a personal log of all actions taken.

### 9.7.4 VOLUNTEER CHILD CARE LEAD

**Reports to:** Pandemic Community Volunteer Centre Lead

**Role:** The Volunteer Child Care Lead ensures children are safely returned to their parents, or alternate emergency care provided.

**Responsibilities** of the Volunteer Child Care Lead:

- Supervise a team of volunteers.
- Meet daily with the Pandemic Community Volunteer Centre Lead.

- Make recommendations to the Pandemic Community Volunteer Centre Lead.
- Organize emergency day care for essential workers, should other child care not be available.
- Organize transportation for children to be returned to parents or guardians.
- Maintain a personal log of all actions taken.

### **9.7.5 VOLUNTEER SPECIAL NEEDS LEAD**

**Reports to:** Pandemic Community Volunteer Centre Lead

**Role:** The Volunteer Special Needs Lead assesses the needs/assistance and makes a referral to the appropriate agency; completes follow-up with same.

**Responsibilities** of the Volunteer Special Needs Lead:

- Supervise a team of volunteers.
- Meet daily with the Pandemic Community Volunteer Centre Lead.
- Make recommendations to the Pandemic Community Volunteer Centre Lead.
- Ensure special needs volunteers are making appropriate referrals.
- Ensure special needs volunteers are following up with requests and satisfactory outcome has been met.
- Maintain a personal log of all actions taken.

### **9.7.6 VOLUNTEER ESSENTIAL MAINTENANCE LEAD**

**Reports to:** Pandemic Community Volunteer Centre Lead

**Role:** The Volunteer Essential Maintenance Lead provides critical home/property maintenance for safety purposes only.

**Responsibilities** of the Volunteer Essential Maintenance Lead:

- Supervise a team of volunteers.
- Meet daily with the Pandemic Community Volunteer Centre Lead.
- Make recommendations to the Pandemic Community Volunteer Centre Lead.
- Manage volunteer issues and concerns.
- Schedule volunteers to match work requested.
- Ensure maintenance volunteers possess knowledge of general home maintenance and repair and follow at all times Health and Safety procedures.
- Maintain a personal log of all actions taken.

### 9.7.7 VOLUNTEER STATISTICS AND DOCUMENTATION LEAD

**Reports to:** Pandemic Community Volunteer Centre Lead

**Role:** The Volunteer Statistics and Documentation Lead receives daily reports from the leads, collates and reports necessary statistics and records to the Pandemic Community Volunteer Centre Lead.

**Responsibilities** of the Volunteer Statistics and Documentation Lead:

- Supervise a team of volunteers.
- Meet daily with the Pandemic Community Volunteer Centre Lead.
- Make recommendations to the Pandemic Community Volunteer Centre Lead.
- Ensure statistics and record keeping volunteers possess a sound knowledge of general statistical/bookkeeping procedures.
- Ensure the completion of daily reports.
- Maintain a personal log of all actions taken.

**RED CROSS EMERGENCY NEEDS ASSESSMENT FORM**

<b>PERTH COUNTY, ONTARIO</b>		<b>Reference No.</b>	
<b>RED CROSS EMERGENCY NEEDS ASSESSMENT FORM</b>			
<b>For NEEDS ASSESSMENT CENTRE Use Only</b>			
<b>Emergency:</b>		<b>Zone:</b>	
<b>Registration over phone</b>	<input type="checkbox"/>	<b>Registration in person</b>	<input type="checkbox"/>
<b>Client Inquiry</b> (proceed with registration)	<input type="checkbox"/>	<b>Volunteer Inquiry</b> (forward to: Pandemic Community Volunteer Centre)	<input type="checkbox"/>

**Client Registration**

Name: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
 County \_\_\_\_\_  
 Address: \_\_\_\_\_ Rd/Apt/Suite: \_\_\_\_\_  
 City/Town: \_\_\_\_\_ Prov: \_\_\_\_\_ Postal Code: \_\_\_\_\_  
 Home: (519) \_\_\_\_\_ Bus: (519) \_\_\_\_\_ Cell: \_\_\_\_\_  
 E-mail: \_\_\_\_\_

Please check all applicable areas in which assistance is required		
Area	Specifics	Check
<i>Transportation</i>		<input type="checkbox"/>
<i>Food</i>		<input type="checkbox"/>
<i>Child Care</i>		<input type="checkbox"/>
<i>Special Needs</i>		<input type="checkbox"/>
<i>Essential Maintenance</i>		<input type="checkbox"/>
<i>Other (TBD as need arises)</i>		<input type="checkbox"/>
<i>Other (TBD as need arises)</i>		<input type="checkbox"/>
<i>Other (TBD as need arises)</i>		<input type="checkbox"/>

**Notes:**  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

<b>Request taken by:</b>	<b>Please print:</b>	
	<b>Signature:</b>	

### Pandemic Community Volunteer Centre Form Application

<b>PERTH COUNTY, ONTARIO</b>		Check here only when application is fully processed by Pandemic Community Volunteer Centre	
<b>For Pandemic COMMUNITY VOLUNTEER CENTRE Use Only</b>			
<b>Emergency:</b>		<b>Volunteer Centre Location:</b>	
<b>Registration over phone</b>	<input type="checkbox"/>	<b>Registration in person</b>	<input type="checkbox"/>
Initial below as documentation is <b>identified, or viewed and verified</b>			
ID (type)	Driver's license & <b>valid</b> proof of insurance	Police Check	Application forwarded to:
Documentation identified over phone		<input type="checkbox"/>	Documentation viewed and verified in person
		<input type="checkbox"/>	<input type="checkbox"/>

**Pandemic Community Volunteer Registration**

Name: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
 County \_\_\_\_\_  
 Address: \_\_\_\_\_ Rd/Apt/Suite: \_\_\_\_\_  
 Postal Code: \_\_\_\_\_  
 City/Town: \_\_\_\_\_ Prov: \_\_\_\_\_  
 Home: (519) \_\_\_\_\_ Bus: (519) \_\_\_\_\_ Cell: \_\_\_\_\_  
 E-mail: \_\_\_\_\_

Please check all areas/activities in which you are willing/able to assist		
Area	Type of Activity	Check
<i>Volunteer Recruitment</i>	<ul style="list-style-type: none"> <li>▪ Assist with volunteer registration</li> </ul>	<input type="checkbox"/>
<i>Transportation</i> *, **	<ul style="list-style-type: none"> <li>▪ Pick up and/or delivery needs</li> <li>▪ Distribution of information flyers to the community (businesses, homes)</li> </ul>	<input type="checkbox"/>
<i>Food</i> *	<ul style="list-style-type: none"> <li>▪ Shop for and deliver groceries</li> <li>▪ Assist with meal delivery and/or preparation</li> </ul>	<input type="checkbox"/>
<i>Child Care</i> *	<ul style="list-style-type: none"> <li>▪ Assist in the provision of child care</li> </ul>	<input type="checkbox"/>
<i>Special Needs</i> *	<ul style="list-style-type: none"> <li>▪ Assist in referring clients to appropriate agencies</li> </ul>	<input type="checkbox"/>
<i>Essential Maintenance</i>	<ul style="list-style-type: none"> <li>▪ Assist with non-commercial emergency property maintenance (e.g. snow removal)</li> </ul>	<input type="checkbox"/>
<i>Statistics &amp; Records Keeping</i>	<ul style="list-style-type: none"> <li>▪ Assist with gathering and collating reports</li> </ul>	<input type="checkbox"/>
<i>Other (TBD as need arises)</i>	<ul style="list-style-type: none"> <li>▪</li> </ul>	<input type="checkbox"/>

\* Volunteers with police record checks current to within 2 years from date of this application are asked to bring it at the time of registration.  
 \*\* Volunteer drivers must bring a valid drivers license and proof of insurance at the time of registration.

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Do you have physical or other limitations that would restrict your ability to complete any of the activities you have noted above?

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List any special skills/experience that you have that would be useful during an emergency (e.g. First Aid Certificate, Emergency Training Certificate).

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Signature of Volunteer: \_\_\_\_\_ Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

### COMMUNITY VOLUNTEER STATEMENT OF CONFIDENTIALITY

Volunteers are responsible for respecting and maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as an emergency volunteer. Such information includes, but is not limited to, that which involves Red Cross Staff, all other volunteers, and all clients that are registered to receive service of any kind.

I, \_\_\_\_\_ (please print), willingly promise to hold in confidence all matters and information of which I become aware while serving as an emergency volunteer, and furthermore, will use in a responsible manner any and all information gained in the course of my service,

I understand and agree to comply with the terms of this Statement of Confidentiality.	
_____	_____
(Date)	(Community Volunteer Signature)
_____	_____
(Date)	(Community Volunteer Centre – Witness Signature)

### VOLUNTEER RELEASE OF LIABILITY

As it relates to being registered as an emergency volunteer in Perth County for the particular emergency noted on this application, I, \_\_\_\_\_, hereby release the Corporation of the City of Stratford, Social Services Department, from any and all liability or responsibility for any damage or injury suffered by me, by any cause whatsoever, in the course of carrying out assigned duties.

I understand and agree to comply with the terms of this Release of Liability.	
_____	_____
(Date)	(Community Volunteer Signature)
_____	_____
(Date)	(Community Volunteer Centre – Witness Signature)